



Agenda Date: 1/23/02  
Agenda Item: 3C

**STATE OF NEW JERSEY**  
**Board of Public Utilities**

*Two Gateway Center  
Newark, NJ 07102*

CABLE TELEVISION

|                                     |   |                           |
|-------------------------------------|---|---------------------------|
| IN THE MATTER OF THE PETITION OF    | ) | ORDER OF APPROVAL         |
| CSC TKR, INC., D/B/A CABLEVISION OF | ) |                           |
| MORRIS, FOR APPROVAL TO CLOSE       | ) |                           |
| AND RELOCATE A CUSTOMER SERVICE     | ) |                           |
| OFFICE IN THE TOWNSHIP OF RANDOLPH  | ) | BPU DOCKET NO. CE01020120 |

Schenck, Price, Smith & King, LLP by James Eric Andrews, Esq., Morristown, New Jersey, for CSC TKR, Inc., (Cablevision of Morris)

BY THE BOARD<sup>1</sup>:

CSC TKR, Inc., d/b/a Cablevision of Morris ("Cablevision") is a cable company holding Certificates of Approval and conducting cable television business in the State of New Jersey, with its principal office at 683 Route 10 East, Randolph, New Jersey.

By way of background, on February 22, 2001, Cablevision filed a verified petition, pursuant to N.J.A.C. 14:18-5.1, seeking permission to close and relocate its customer service office located at 683 Route 10 East, in the Township of Randolph, County of Morris to a new location at The WIZ store located in the Roxbury Mall, 275-110 Route 10, Succasunna, County of Morris.

The Petitioner asserts that the relocation is desirable in order to provide greater convenience to its subscribers. The new office will offer improvements that will benefit both customers and the company. The new location will provide increased counter space, additional staffing, greater parking and customer access than is available at the current location. Public transportation is readily available on a frequent basis to customers who cannot travel by car.

All services presently available at the current office will be continued at the new location. Subscribers using the new office will be able to make bill payments, exchange converters/remotes, file complaints and schedule service calls. Hours of operation at the new location will be expanded from 7:00 am to 5:00 pm, Monday through Friday, at the current location to 10:00 am to 9:30 pm, Monday through Friday, 9:00 am to 9:30 pm on Saturdays, and 11:00 am to 7:00 pm on Sundays. The Petitioner's present customer service staff will all relocate to the new office, and additional staff will be added for the two additional days of operation at the new location.

Cablevision posted notice of the proposed front counter closing and relocation, as required by

<sup>1</sup> Commissioner Carol J. Murphy did not participate in the deliberation or the vote on this matter.

N.J.A.C. 14:18-5.1, at its current office at 683 Route 10 East, Randolph, New Jersey. Notice was also published on February 23, 2001 in the Daily Record, a newspaper printed and published in the County of Morris that has general circulation in the Petitioner's service area.

Additionally, Cablevision sent a letter of advisement to the municipal clerk of the affected municipalities on March 28, 2001.

During the course of the Board's review of the petition, Staff became aware of an initial objection raised by the Township of Randolph. In response to Staff's inquiry concerning Randolph Township's objection, Cablevision indicated that following its consultations with the Township on the issue, Randolph Township dropped its initial objection and agreed to the proposed closing and relocation of the present customer service center. By letter dated August 28, 2001, Randolph Township confirmed that it had no objection to the proposed office closing and relocation, provided there is no reduction in the services offered at the present location.

Petitioner's request to discontinue existing customer service activity at its 683 Route 10 East, Randolph, location and relocate them to a new facility within The WIZ store located in the Roxbury Mall, 275-110 Route 10, Succasunna, County of Morris, satisfies all requirements of N.J.A.C. 14:18-5.1(c). There are no outstanding objections from either the affected municipalities or the customers of Petitioner served by this office. Also, the new office location is only 3.9 miles away from the current office and offers increased services to Cablevision's customers. Customer services will be available 7 days a week, as compared to 5 days a week at the present location.

The proposed customer service office closing and relocation conforms with all existing franchise commitments and obligations in the Certificate of Approval and municipal consent agreements for the municipalities served by the current office.

The Board having reviewed the petition and considered the supporting documentation, as well as the absence of objections to the closing and relocation, FINDS that the proposed change will not adversely affect the subscribers in the system.

Accordingly, after consideration of this matter, the Board HEREBY APPROVES the Petitioner's request.

DATED: January 23, 2002

BOARD OF PUBLIC UTILITIES  
BY:

(signed)

FREDERICK F. BUTLER  
ACTING PRESIDENT

(signed)

JEANNE M. FOX  
PRESIDENT DESIGNEE

(signed)

CONNIE O. HUGHES  
COMMISSIONER

ATTEST:

(signed)

HENRY M. OGDEN  
ACTING BOARD SECRETARY